



RQF LEVEL 3



FOHPA301 FRONT OFFICE AND HOUSEKEEPING OPERATIONS

Cleaning Public
Areas

TRAINEE MANUAL



FRONT OFFICE AND HOUSEKEEPING OPERATIONS



2023

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FOREWORD

Welcome to the world of Technical and Vocational Education and Training (TVET) in the hospitality and tourism sector. In an era of constant evolution and growing demand for skilled professionals, the importance of specialized training cannot be overstated. As the global hospitality and tourism industry continues to flourish, the need for competent individuals equipped with relevant knowledge and practical skills has become crucial. This collection of TVET training manuals serves as a comprehensive resource for those seeking to embark on a fulfilling career or further their expertise within the hospitality and tourism sector. Developed with meticulous attention to detail and in collaboration with industry experts, these manuals offer a wealth of knowledge, practical insights, and hands-on training exercises. The manuals cover a wide range of topics, ranging from essential foundational concepts to specialized areas within the industry. Whether you are interested in hotel management, culinary arts, event planning, travel and tourism, or any other facet of this vibrant sector, you will find invaluable guidance within these pages. At the heart of the TVET approach is the belief that learning should be both practical and relevant.

These manuals have been carefully crafted to ensure that they reflect the real-world challenges and requirements of the hospitality and tourism industry. They are designed to empower learners with the skills, competencies, and confidence needed to excel in their chosen field.

Furthermore, the manuals adopt a learner-centered approach, encouraging active participation, critical thinking, and problem-solving. Throughout each module, learners are encouraged to engage in practical exercises, case studies, and interactive activities that simulate real-world scenarios. This hands-on approach allows learners to apply theoretical concepts and develop the necessary skills that are highly sought after in the industry.

We understand that education is a lifelong journey, and these manuals have been designed to cater to learners at various stages of their professional development. Whether you are a student taking your first steps in the industry, a working professional seeking to enhance your skills, or an instructor guiding aspiring individuals, you will find the manuals to be a valuable asset.

I would like to express my sincere appreciation to the authors, industry experts, and educators who have contributed to the creation of these TVET training manuals. Their dedication and expertise have ensured that the manuals are of the highest quality and relevance.

I encourage you to embrace the opportunities presented within these pages, to explore the dynamic world of hospitality and tourism, and to unlock your potential in this exciting industry. By investing in your education and acquiring the skills offered in these manuals, you are taking a significant step towards a rewarding and successful career.

Best wishes on your journey of discovery and growth in the hospitality and tourism sector.

Dipl.-Ing. Paul UMUKUNZI

Director General/ RTB

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ACRONYMS

RTB:	Rwanda TVET Board
RD:	Room Division
OHS:	Occupation Health and Safety
PPE:	Personal Protective Equipment
SOPs:	Standard Operating procedures
RTQF:	Rwanda TVET Qualification Framework
TVET:	Technical and Vocational Education and Training

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INTRODUCTION

Welcome to the training manual for the front office and housekeeping operations sector, mainly in cleaning public areas this manual is designed to provide comprehensive training for individuals seeking to enter or improve their skills in the industry.

The manual is structured into three units, each of which covers a critical aspect of cleaning public area. These units include Prepare for cleaning public areas, Clean Public areas, and Prepare report.

It comprises of discovery activities that allow learners to explore and discover concepts, problem-solving activities that require learners to think critically and come up with solutions, guided practice activities that provide step-by-step instructions and application activities that encourage learners to apply their newly acquired knowledge in real-life scenarios.

Additionally, the manual includes assessment activities, which provide learners with feedback on their progress and help them identify areas where they need to improve.

By the end of this manual, learners will have gained a comprehensive understanding of cleaning public areas, and be equipped with the necessary skills to provide excellent customer service in any hospitality setting. Let's get started.

Units:

Unit 1: Description of laundry tools, equipment and products

Unit 2: Apply washing techniques

Unit 3: Apply laundry finishing services techniques

Unit 3: Apply storage procedures

UNIT 1: PREPARE FOR CLEANING PUBLIC AREAS



Figure 1: Prepare for cleaning public areas

Unit summary:

This unit is intended for a trainee in Level 3 TVET Certificate III, where trainee acquires skills, Knowledge and attitudes required to prepare for cleaning public area. At the end of this unit, learners will be able to identify public areas, select materials, tools, equipment and agents for cleaning and identify cleaning tips to be used.

Self-Assessment: Unit one

Look at the illustration.

1. Look at figure one and answer the following questions.
 - a) What do you see in the figure?
 - b) What do you think this learning unit will be about?
 - c) Do you think that the figure above represents hotel public areas? If yes or no justify your answer
2. Fill in the self-assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. Think about yourself: do you think you can do this? How well? Read the statements across the top.

Put a check in column that best represents your situation. At the end of this learning outcome, we'll take this survey again.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Different the types of public areas					
Identify the types of surfaces					
Select equipment to be cleaned					
Different tools and materials to be cleaned					
Different the cleaning agent					
Pay attention to details					
Arrange the different cleaned areas					
Identify time conscientiously for public area cleaning tips					

Key Competencies:

Knowledge	Skills	Attitudes
1. Describe types of public areas	1. Select equipment to be used in cleaning public area	1. To pay attention to details
2. Identify tools and materials to be used in cleaning	2. Arrange different cleaned areas	2. Punctuality
3. Describe cleaning agent	3. Differentiate the types of surfaces	4. Practical

Discovery activity



Task: Observe figure1 and answer the following questions

- What hotel public area means?
- What pictures are you seeing from figure 1?
- Among those public areas which one is interesting to you and why?

Topic 1.1: Identifying public areas and surfaces to be cleaned.



Activity 1: Problem Solving



Task: In pair, reflect and respond to the following questions.

1. Differentiate public areas from surfaces
2. Corridor is one of hotel public areas why?
3. By using examples list down any 5 hotel public areas

Key Facts 1.1

- **Hotel public areas and surfaces to be cleaned**

Hotel public areas are the common places and facilitate accessible to in house guest and nonresident guest. Guest requires common areas to meet, sit and carry other activities¹.

- ✓ **Different types of hotel public areas**

Hotel public areas are numerous such as

-  Lobbies
-  Staircases
-  Corridoes
-  Leisure and sport areas,
-  Conference rooms
-  Restaurant and bar area
-  Lift
-  Gift shops,
-  Parking areas
-  Front entrance

¹ https://www.google.com/search?q=cleaning+equipment&client=firefox-b-d&sxsrf=ALiCzsa_6KbgjJ3EyrgeEsEI0vNPsMg5Cg:1671348548387&source=Inms&tbn=isch&sa=X&ved=2ahUKEwjG15bE0oL8AhVR5IUkHSOLDh0Q_AUoAXoECAEQAw&biw=1366&bih=616&dpr=1#imgrc=TtPDyg-GRwjEIM

🚧 Gardens

✓ **Types of hotel surfaces**

Different surfaces to be cleaned on public areas are

🚧 **Hard surface**

Hard flooring is more durable but noise with except wood flooring.

Hard floors include:

- **Cement/concrete**



- **Terrazzo**



- Stone like Marble, granite, limestone/slates, Ceramic tiles, resine, wood



🚧 **Semi hard surface**

Semi hard flooring surface are

- **Thermoplastic**



- Vinyl



Soft surface

Soft flooring surface are

- Carpet



Carpet is a textile floorcovering designed to provide warmth, comfort, and softness Underfoot.

Carpet is often referred as soft flooring or floor coverings

They can be categorized by their construction, patterns and types of yarn used

A good carpeted floor usually enhances look and appearance of premises²

- Carpets are often referred as soft floorings or grass floor coverings
- They can be categorized by their construction, patterns and types

² <https://www.youtube.com/watch?v=lqUBTZ21HNs>

of yarn used

- A good carpeted floor usually enhances look and appearance of premises

Types of carpets

- Woven
- Tufted
- Pile bonded
- Needle punched



Activity 2: Guided Practice



Task: With your trainer guidance in your small groups, work together to answer the following questions.

In the school training workshop, each group through a presentation has to

1. Show different public area surfaces
2. Use hand touching to differentiate public area surfaces



Activity 3: Application



Task:

1. Visit at a hotel which is accessible to your school and observe surfaces made up of public areas of that hotel by returning to school make a report

Topic 1.2: Select equipment, tools, materials and agents



Figure 2: Public area cleaning Equipment, tools and materials



Activity 1: Problem Solving



Task: Read careful and answer the following questions

1. What is the difference between manual and mechanical cleaning Equipment?
2. What does cleaning agents mean you?
3. By using examples determine cleaning agents which most used for cleaning hotel public areas

Key Facts 1.2

- **Select cleaning equipment, tools, materials and agents**
 - ✓ **Different cleaning equipment used to clean public area Are into two types**
 - ✚ **Manual cleaning equipment**

Manual cleaning equipment require human energies to operate while a Mechanical cleaning equipment are big in size and usual use electricity energy to operate

Example of cleaning equipment		
Manual cleaning equipment		Usage
1. Mop	Dry mop 	Static mops - consist of acrylic, nylon, or polyester strands fixed to a backing stretched over a metal frame. These are used for holding the dust by sweeping.
	Wet mop 	Kentucky mops- consist of cotton strands fixed to a length of cotton fabric which is in turn inserted into a metal flat stock.
2. Broom	Soft broom	These brooms are made of corn-fibre, grass and are used for smooth floors.
	Hard broom 	These brooms are made of coconut fibre or palm oil tree fibre and are used for coarse surface, especially outdoors

	<p>Wall broom</p> 	<p>These are ceiling brooms called Turk's head. These brooms are used to remove cob webs or dust from ceiling, and high ledges.</p>
--	--	---

 **Mechanical cleaning equipment**

Mechanical Cleaning Equipment are that equipment usually uses electrical energy for their Operations

Examples of Mechanical cleaning equipment	Usage	
<p>Vacuum Cleaner Different types of vacuuming used in public area cleaning</p>	<p>1. Dry vacuum cleaners</p> 	<p>Dry Vacuum Cleaners are used for removing dust and small pieces of debris from the floors, upholstery, furnishings walls and ceilings.</p>
	<p>1. Dustette or Handheld Vacuum Cleaners</p> 	<p>These are small, lightweight vacuum cleaners carried in the hand and used for cleaning curtains, upholstery edges, mattresses, computers and music systems. They clean by brushing and suction and are very easy to handle.</p>

	<p>2. Wet-and-dry vacuum cleaners</p> 	<p>Wet and Dry Vacuum are extremely useful in hotel housekeeping operations. They can pick up spills and excess wash water when on the wet mode. When on the dry mode, they help in removal of dust and debris</p>
	<p>3. Scrubbing machine</p> 	<p>This machine is pushed from behind where human force is needed to propel the machine forward and control the speed of that motion.</p> <p>One tier up from that would be machines that have traction assist. What this means is that a human being is still pushing the machine, but the onboard motor traction is helping to propel the machine forward.</p> <p>And then the third is a fully ride-on operation, where you've got</p>

somebody actually sitting or standing on the machine and steering the auto scrubber which self-propels itself.

General rules in the use of cleaning equipment

- Check electrical appliances and equipment before use. Check if there are frayed wires, loose plugs and connections. Never use any appliance that is defective.
- Handle equipment with care and make sure it does not bump on hard surfaces.
- Clean and store equipment in their custodial room immediately after use.
- Empty dust bags of dry vacuum cleaners before they overload and after each use.
- Follow manufacturer’s operating instruction.
- Schedule a regular check-up of equipment to prevent serious breakdown.
- To avoid electric shock or short circuit, do not expose equipment to rain or water. Store them indoors to protect them from getting wet. Electrical equipment should never be used in wet surfaces.

✓ **Different tools and materials as per area to be cleaned**

Cleaning tools are objects that are used to clean a variety of surfaces or items and can be used multiple times. This category includes tools such as brushes, scrapers, abrasive pads, and gloves that are used for cleaning.

Tools and materials used to clean public areas surfaces

Public area surfaces		Tools and materials used to clean	Use
Soft surfaces	<ul style="list-style-type: none"> ✓ Carpet ✓ Sofa 	1. Soft brush	Soft brushes have bristles that are fairly

		 <p>2. Hard brush</p> 	flexible and set close together. They help to remove loose soil and litter on hard and smooth surfaces. Such brushes may be designed to dust carpets and furniture, especially those that are made of cane and wicker
Semi hard surface	<ul style="list-style-type: none"> ✓ Vinyl ✓ Linoleum ✓ Rubber sheets 	<p>Rubber/water squeezer</p> 	is a tool with a blade that removes or controls liquids across surfaces. It is used on floors to absorb liquids and direct mop water towards a drain, or to remove residual water or cleaning solvents from windows and mirrors
Hard surface	<ul style="list-style-type: none"> ✓ Cement ✓ Ceramic tiles 	Scrubbing brush	is a type of wide brush with a

	✓ Terrazzo		long shaft used for cleaning hard floors or surfaces.
Other tools used for cleaning			
Dust pan		<p>These are used along with a broom and brush for gathering dust from the floor. They are normally made of either plastic or metal, being durable and less expensive plastic dust pans are the usual choice these days</p>	
Squeegees	Rubber/water squeezer 	<p>A Squeegee is a cleaning tool with a flat, smooth and thick rubber blade, used to remove or control the flow of liquid on a flat surface. It is used for cleaning</p>	

		<p>floors and small thin and flexible squeegee is used for cleaning windows.</p>
	<p>Window cleaning squeegee</p> 	
<p>Containers</p>	<p>Dust bins</p> 	<p>These are used to collect waste from guest rooms and it may be made of plastic, metals, or wood. This should be emptied and wiped daily.</p>
	<p>Buckets</p> 	<p>Plastic or galvanized iron buckets are used in different areas of Housekeeping while washing of floor, scrubbing of floor.</p>

	<p>Caddy box</p>  <p><i>Make A HOME CLEANING KIT</i> EMPRESS OF DIRT.NET/HOME CLEANING KIT</p>	<p>This piece of equipment consists of mop and one or twin buckets with an attached wringer all mounted on a trolley with wheels. It may have a provision for holding cleaning agent as well as a trash bag.</p>
<p>Ladder</p>		<p>This is a tool which used for cleaning on high surface</p>

✓ **Different cleaning agents**

Introduction

Cleaning agent are substance, usually in liquid form, powders, sprays, or granules that are used to remove dirt, including dust, stain, bad smell and clutter in solid surfaces.

Purpose of cleaning agent

-  To avoid the spreading of dirt and contaminants to oneself and others

- ✚ To improve and maintain utmost hygiene of an area
- ✚ Cleaning agent are good at killing bacteria and other microbes and clean at the sometime

Where cleaning agent can be used?

- ✚ Cleaning agent are in different categories where each and every one is specifically to be used at certain surfaces either in public areas or offices, guest rooms.

Types of cleaning agents

Various types of cleaning agents are used for cleaning the guest rooms, bathroom, toilets and other public areas. The different types of cleaning agents used are discussed in table below:

Cleaning agents		Uses
<ul style="list-style-type: none"> • Acids 		<p>This agent removes rust mark and tarnish from metal</p>
<ul style="list-style-type: none"> • Detergent <ul style="list-style-type: none"> ✓ Liquid e.g., Washing up liquid ✓ Powder ✓ Soap bars ✓ Synthetic detergents 	 	<p>Washing floors, walls and bathroom tiles. Clean most hard surfaces.</p>

<ul style="list-style-type: none"> • Disinfectants and antiseptics 		<p>Disinfectants kill bacteria while Antiseptics prevent bacterial growth.</p>
<ul style="list-style-type: none"> • Degreasers <ul style="list-style-type: none"> ✓ Methylated spirits ✓ Non fuming Degreasers 		<p>Degreasers are sometimes known as solvent cleaners and are used to remove grease from surface such as counters and grill backslashes</p>
<ul style="list-style-type: none"> • Abrasives 		<p>Abrasives are generally used to remove heavy accumulations of soil that are difficult to remove with detergents, Solvents and acids. These products must be carefully used to avoid damage</p>

		<p>to the surface being cleaned. Substance or chemicals are used while rubbing or scrubbing to clean soil from hard surfaces.</p>
--	--	---

Examples of popular cleaning agent used in hotel cleaning

- Multisurface
- Glass cleaner
- Air freshener
- Furfure polish
- Disinfectant
- Stain remover
- Toilet: Vim and Lifeguard

For effective cleaning, be sure to select the correct cleaning agent for the type of item to be cleaned, the cleaning method you'll be using and the type of soiling on the item.

Something to keep in your mind while handling cleaning agent

Remember that exposure to chemicals used in cleaning agents can lead to skin irritation, Chemical poisoning, respiratory problems and in extreme case, even death³.

- Storing chemicals in a secure place in their sealed original containers, well away from food or any equipment may come into contact with food
- Wearing personal protective equipment(PPE) required to be worn when handling the product, such as gloves or safety glasses
- Following the manufacturer's instructions when using the product or disposing of the product

³

https://www.google.com/search?q=cleaning+public+toilet&tbm=isch&ved=2ahUKewjOq7Wz34X8AhX1gc4BHYPsAtQQ2-cCegQIABAA&oq=cleaning+public+toilet&gs_lcp=CgNpbWcQA1AAWABg-wdoAHAAeACAAQCIAQCQAQCYAQcAQQtnd3Mtd2l6LWltZ8ABAQ&sclient=img&ei=amGgY87OBvWDur4Pg9mLoA0&bih=616&biw=1349&client=firefox-b-d&hl=en#imgsrc=0zYbIXAW4bhYuM

- Cleaning and sanitizing cleaning equipment such as brushes, mops and other janitorial tools after use and storing them in a well maintained, dry, locked area
- Using different cloths for wiping and cleaning, and replacing them regularly



Activity 2: Guided Practice



Task:

1. In the school workshop, there is a wide variety of tools, equipment, and cleaning agents with different uses. As your trainer, you have been assigned to each group to assist in selecting the appropriate tools, equipment, and cleaning agents for the cleaning process in public areas. Please refer to the following guidelines for any clarification or assistance.
 - a. Consider the uses of tools, equipment and Agent
 - b. Each group will present their selected tools, equipment and agent
 - c. After the presentations, convene as a large group and discuss each group's performance



Activity 3: Application



Task:

Trainees visit at nearest hotel and observe cleaning equipment, tools, materials and agents, and after the visit, identify what you have seen through a report.

Topic 1.3 Identification of cleaning tips to be used

Activity 1: Problem solving



Task:

1. By using examples differentiate mechanized from manual cleaning methods
2. Why do we need cleaning tips in activity of cleaning?

Key Facts 1.3

- **Cleaning tips to be used for public areas⁴**

- ✓ **Attention to details**

Attention to detail is your ability to efficiently allocate your cognitive resources to achieve thoroughness and accuracy when accomplishing tasks, no matter how small or large. Attention to detail skills allows you to improve your workplace productivity.

- 📅 **Timing is everything.**

Freshly mopped tile floors, the noise from vacuums, and closed restrooms can pose a challenge to and inconvenience guests. Unless these areas are near guestrooms, plan to clean them when the fewest hotel guests will be adversely affected by such actions, typically during the late-night shift. Adversely, guestroom corridors should be serviced mid-day when the fewest guests are in their hotel rooms.

- 📅 **Always use signage.**

Don't forget to place several highly visible signs in the vicinity of any floors that are wet. Restrooms or locker rooms should be cordoned off until housekeeping service is complete and the floors are dry.

- 📅 **Cords are a tripping hazard.**

When vacuuming or buffing floors, use the shortest extension cord possible. Cords

⁴ <https://lodgingmagazine.com/public-area-housekeeping-basics-timing-signage-vigilance-key/>

should be brightly colored so they are visible to passing guests. Always plug the cord into the nearest electrical outlet it as closes to the wall as possible.

Vigilance.

Any unclean public area reflects poorly on the entire hotel's image. Institute a monitoring program where designated employees will inspect various public areas at established intervals to report or rectify any deficiencies. Instill a culture that the hotel's cleanliness and tidy appearance is every employee's responsibility, regardless of position or department

✓ **Arrange consideration of different cleaned areas**

 **Security fact:** housekeeping staff should consider the security while arranging a cleaned areas by doing the following activities

- Removing the used and damaged equipment
- Removing the used tools like warning signs from the area
- Putting furniture and other amenities at right place

 **Space factor:** Before putting the equipment in a place and arrange the area, it is better to look at the size (short or long) of space for avoiding disorganized.

 **Size and quantity of equipment:** Size and quantity of equipment matter in arranging a cleaned area with equipment

 **Standard of area:** As the cleaned areas are different it is as the standard areas are different, so most of the time arranging cleaned areas goes with the level of area.

✓ **Time conscientious**

Being a conscientious person entails the ability to set and keep long-term goals, be more deliberate about choices, act more cautiously, and take your obligations seriously

Cleaning tips refer to the something important to consider in cleaning procedures

General public areas cleaning tips

-  Gather all equipment and cleaning tools in a caddy
-  Clean the whole public areas, not one area at time

-  Clean the clutter, go to area to area and pick up the clutter
-  Wipe all surfaces
-  Dust and Vacuum
-  Keep moving when you vacuum
-  Sweep and then mop
-  Disinfect countertop and surface areas
-  Use cleaned damp microfiber cloth for wiping
-  Don't forget to routinely wash the used cleaning tools and equipment

The following are the importance of cleaning tips:

- It makes work easier
- It helps to avoid any hazard can occur in cleaning activity
- It helps to achieve and maintain utmost cleanliness



Activity 2: Guided Practice



Task: With your trainer guidance in your school workshop answer the following questions

- 1) Identify what to care as attention to details in cleaning tips for a corridor as a given task.
- 2) Show and explain what will you consider for arranging the different cleaned areas



Activity 3: Application



Task

Read careful the bellow scenario and answer the asked questions:

Best view hotel in its department of housekeeping wishes to hire your freind as a permant employee on post of public area attendant through exam both written and interview, in fact speaking in public is difficult for her but good at practicals

1. Which advise are you going to share her?
2. What are cleaning tips for her to take care when cleaning public areas?
3. How cleaning tips important to the housekeeping operations?



Formative Assessment

1. What hotel public area means?
2. Outline three cleaning equipment and materials that can be used to clean on terrazzo as a hard surface of public area
3. List four cleaning agents can be used to clean hotel public area
4. Why do we use cleaning agent in public area cleaning process?
5. What are the cleaning tips can you consider while cleaning public area?
6. Why is it important to follow cleaning tips?

Points to Remember

Cleaning tips to be considered in cleaning procedures:

- Gather all equipment and cleaning tools in a caddy
- Clean the whole public areas, not one area at time
- Clean the clutter, go to area to area and pick up the clutter
- Wipe all surfaces
- Dust and Vacuum
- Keep moving when you vacuum
- Sweep and then mop
- Disinfect countertop and surface areas
- Use cleaned damp microfiber cloth for wiping
- Don't forget to routinely wash the used cleaning tools and equipment



At the end of every unit trainee should:

- 1) **Re-take the self-assessment done at the beginning of the unit.**

There are no right or wrong ways to answer this survey. It is for your own use during this course. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this learning outcome, we'll take this survey again.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Different the types of public areas					
Identify the types of surfaces					
Select equipment to be cleaned					
Different tools and materials to be cleaned					
Different the cleaning agent					
Pay attention to details					
Arrange the different cleaned areas					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Identify time conscientiously for public area cleaning tips					

Table 3. Self-reflection

2) *Fill in the table above and share results with the trainer for further guidance.*

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.

UNIT 2: CLEAN PUBLIC AREAS



Figure 3: Cleaning hotel public areas

Unit summary:

This unit is intended for a trainee in Level 3 TVET Certificate III, where trainees will obtain Knowledge, skills and attitudes that are needed to know how to clean public places. At the end of this unit, learners will know how to use appropriate techniques to clean stair ways, corridor, gymnastic room, offices, lobbies and restaurants and the techniques of cleaning swimming pool areas and other open places.

Self-Assessment: Unit 2

Look at the illustration.

1. What do you see in the figure above
2. What hotel public areas is being cleaned in figure 1?
3. Which cleaning methods is the cleaner using?

Fill in the self-assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this learning outcome, we'll take this survey again.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Apply appropriate techniques for cleaning stair ways					
Apply particular techniques for cleaning corridors					
Apply specific techniques for gymnastic room cleaning					
Apply techniques used for cleaning offices					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Apply techniques applied when cleaning lobbies					
Apply specific techniques for restaurant cleaning					
Apply clean swimming pool following appropriate techniques					
Apply techniques used for cleaning other open places					

Key Competencies:

Knowledge	Skills	Attitudes
1. Explain the procedures to clean other open places.	1. Clean stair ways	5. Be observable
1. Describe step of checking all surfaces and public areas	2. Clean corridors	2.be carefully
3. Identify cleaning products for all surfaces and public areas	2. Clean gymnastic room	3.be attentive

 **Discovery activity**



Task: In small group work on the following questions

- a) What are some of the techniques for cleaning some specific public areas like lobbies, restaurants, swimming pool
- b) What are tools, equipment, and materials used to clean public areas and surfaces?
- c) What are some techniques applied when cleaning open places.

Topic 2.1. Stair ways, corridor, and gymnastic room cleaning techniques

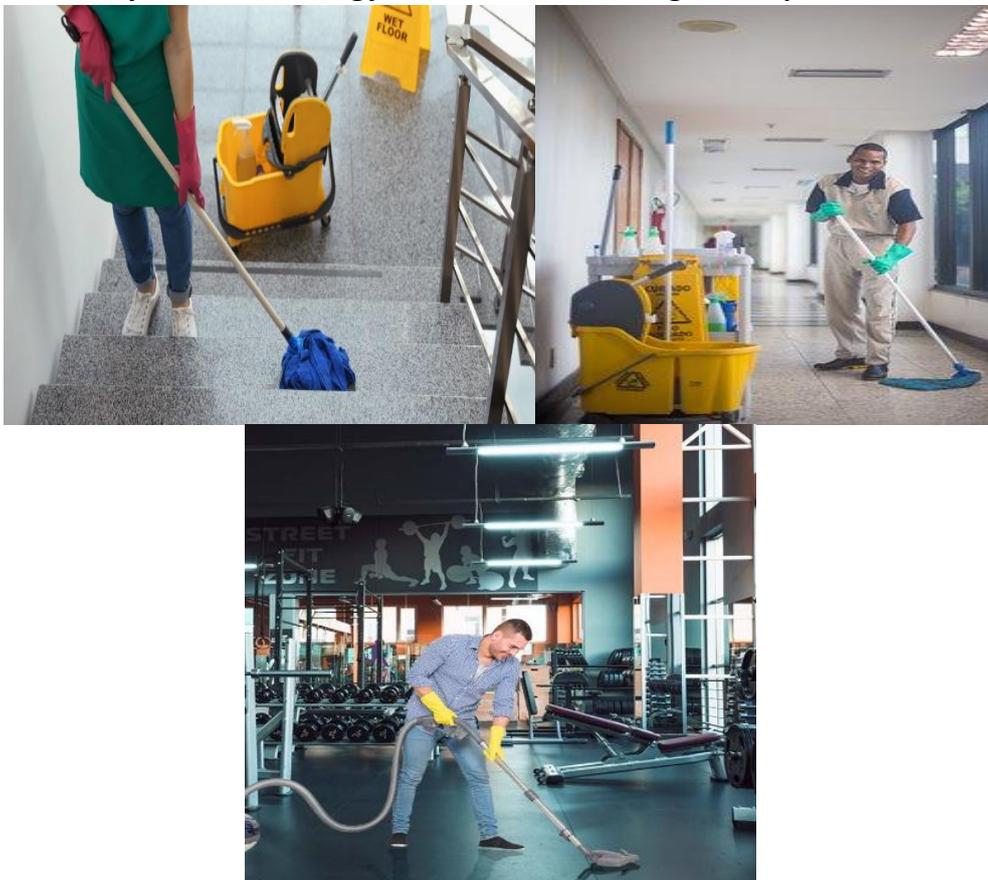
Activity 1: Problem Solving

 **Task:** In Pair , read careful and work on the following questions

1. What does gymnastic mean?
2. Which specific techniques you can use to clean stairways?
3. Which type of soil to cleaned from corridor?

Key Facts 2.1

- Stair ways, corridor, and gymnastic room cleaning techniques



- ✓ Appropriate techniques for cleaning stairways

Introduction

Cleaning is an activity of removing soil from things and places, especially the inside of a house.

Soil is a collective term for deposit dust, dirt, tarnish, stain and foreign matters

Soil to be removed

The soil is categorized into four main types which are below

-  **Dust:** it is composed of loose particles deposited from the air. It contains both organic matter such as human or animal hair, particles of excreta, pollen from plants and inorganic matter such as sand, dry earth etc.
-  **Dirt:** this implied dust held together firmly by moisture or grease on a surface.
-  **Tarnish:** this is discoloring or deposition on a metal or alloy surface caused by chemical reaction with certain substances found in air, water or food. e.g. rust on iron.
-  **Stain:** a discoloration caused on a surface due to dyes, proteins, acids or alkalis. E.g., pen stain on cloth.
-  **Foreign matters:** these may be unwanted material strewn around such as ash from ash tray, dead leaves or flowers, waste paper etc.

In applying different cleaning techniques for any public areas, we need to use cleaning methods depend on surfaces, but each hotel refer to its SOPs for applying cleaning methods

There are cleaning methods to be applied to the stairway, corridor and gymnastic room

- **Dusting:** It is an act of making surface clean by brushing or wiping away dirt and dust from the surface of something
- **Mopping:** Cleaning surface using soaked up something (wet mop) and dry mop by wiping for making a surface dry.
- **Sweeping:** Is an activity of removing dirt or trashes from surface by using dustpan or broom and deposit trashes into a pedal bin.
- **Polishing:** It is an act of making surface or something smooth and shiny by rubbing it.

The cleaning techniques involve cleaning public areas like stair treads from top to bottom, remember that the most important thing about this cleaning of stairs and corridors is that it is carried out in hours when nobody goes up or down the area. Because if you do in when usages of the stair or corridors are maximum, then your work gets wasted.

Cleaning techniques for some public areas are here below:

The following are appropriate techniques for cleaning stairways are:

-  Carpets should be suction-cleaned daily and any stains should be attended to immediately.
-  Hard-floored staircases should be suction-cleaned and then damp-mopped.
-  While cleaning the floor, the vertical risers of each step should be cleaned as well as the treads.
-  Damp-dust the wall skirting weekly.
-  Damp-dust the banisters and handrails daily.

✓ **Particular techniques for cleaning corridors**

-  The carpet should be vacuum-cleaned daily. It also needs to be shampooed once in six month-this may/ be scheduled as a special project in the off-season periods.
-  The wall skirting or baseboards all along the corridor should be cleaned.
-  Any finger marks or smudges on the walls should be spot-cleaned. Thorough cleaning of walls may be done weekly.
-  Sprinklers installed as part of a fire-fighting system should be checked and cleaned.
-  Lights and lighting fixtures should be checked and damp-dusted.
-  Air-conditioning vents should be cleaned weekly

✓ **Proper techniques of cleaning gymnastics rooms**

-  Damp dusting of all exercise equipment.
-  Damp dusting of all furniture, polishing of furniture on a periodic basis.

-  Cleaning, wiping of all windows, glass surfaces, mirrors.
-  Spot removal of any stains.
-  Wiping of all light fixtures, checking to ensure all lights are functioning.
-  Sweeping and mopping of floor using a disinfectant.
-  Removal of all soiled linen, its replacement with fresh stocks

Availability of cleanliness on that areas above will help to get OHS (occupation Health and Safety) for the hotel staff and guest as well.

Activity 2: Guided Practice



Task: Read the below scenario and answer the following questions

Galax hotel which is located in Kigali, its department of housekeeping wishes to recruit you as a temporary employee to the post of public area attendant through practical exam of cleaning corridor and gymnastic room any clarification or help ask your trainer.

- a) In which soil you can find and clean from corridor's surface?
- b) What are the equipment will you use to clean a corridor?
- c) Identify the cleaning methods to be used when cleaning gymnastic room



Activity 3: Application



Task: In your respective group at workshop of hotel visited learn and perform their public areas cleaning techniques and after that in your returning make a report.

Topic 2.2: Offices, lobbies and restaurant cleaning techniques



Activity 1: Problem Solving

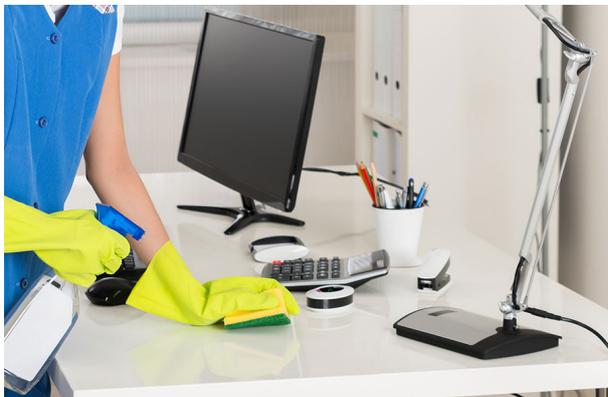


Task: Brainstorm on the following questions

1. In cleaning lobbies disinfectant is used most of time, where and why to be applied?
2. Why is important to clean Lobby area? Outline atleast four main reasons
3. Why do we mop a restaurant?
4. What are the techniques for cleaning offices?

Key Facts 2.2

- Offices, lobbies and restaurant cleaning techniques



✓ Techniques used for cleaning offices

If you run an office, you want to make sure it stays clean, neat, and organized so it facilitates productivity as much as possible. You also want to ensure that you provide an enjoyable and healthy work environment for employees, and one that helps keep morale high and encouraged

-  Clean computer screens and dust keyboards.
-  Recycle paper and empty trash cans.
-  Vacuum floors around and under desks and tables.
-  Clean the windows in offices.
-  Disinfect the surfaces that people touch: phones, lamps, keyboards, fax machines, copiers, staplers, and more.
-  Dust desks, shelves, and other surfaces.
-  Mopping the floor dry at regular intervals, washing of tiles at regular intervals.

✓ **Techniques applied when cleaning lobbies**

Public Area cleaning is different from cleaning of guest rooms. It is not possible to take public areas out of service for the purposes of cleaning so all cleaning activities are scheduled for low traffic hours and for night. Usually, the day shift concentrates on keeping the public areas neat and tidy in appearance. More thorough cleaning of the public areas are carried out during the early hours/morning shift which start at 4 AM or 5 AM, depending on the category of the hotel and areas to be cleaned, or during the night/graveyard shift.⁵

The following are techniques used to clean lobbies

-  Cleaning/emptying of ash trays, sand urns and waste paper baskets.
Removing of all debris from a lightweight basket.
-  Cleaning of the entrance throughout the day. Mopping, dusting of the entrance should be carried out at regular intervals throughout the day.

⁵ https://www.asean.org/wp-content/uploads/images/2013/economic/matm/Toolboxes%20for%20Six%20Tourism%20Labour%20Divisions/Specific%20Competencies/Housekeeping%20Division/Clean%20public%20areas%20facilities%20and%20equipment/TM_Clean_public_areas_facilities_&_equipt_310812.pdf

https://www.google.com/search?client=firefox-b&q=people+cleaning+office#imgsrc=VI9rRRQ_r1qHfM

-  Straightening of furniture moved by guest as and when required.
-  Placing of flower arrangement at appropriate locations at the front office/lobby
- ✓ **Specific techniques for restaurant cleaning**
 -  Moving out of chairs, tables, removing of all crumbs on the seat and back of the chair using a whisk broom or a vacuum cleaner.
 -  Spot cleaning of any stains using suitable detergents.
 -  Damp dusting of all furniture, polishing of wooden furniture on regular intervals.
 -  Wiping of all glass surfaces with a proprietary glass cleaner.
 -  Wiping of window ledges, tables legs, metal floor vents with a damp cloth.
 -  Wiping of side boards, hostess desk, cashier 's desk with a microfiber, cloth.
 -  Wiping and disinfecting of telephones.
 -  Dusting and polishing of metal chairs, removing of finger marks from chrome fittings

Activity 2: Guided Practice



Task: With your trainer guidance in your respective groups within a school training workshop show your rest classmates proper techniques for cleaning a lobby area



Activity 3: Application



Task: In your study visit at nearest hotel to observe and apply the proper techniques for cleaning different public areas like cleaning restaurant and by your turning through a report apply proper techniques for cleaning restaurant.

Topic 2.3: Techniques of cleaning swimming pool areas and other open places

Activity 1: Problem Solving



Task: Read this statement and work on the questions below

Assume that you are given task to the below areas of Faraja hotel in which techniques you can use to clean the following public areas

1. Swimming areas
2. Restroom

Key Facts 2.3

- Techniques of cleaning swimming pool areas and other open places



- ✓ Suitable techniques for cleaning swimming pools

For cleaning swimming, you make sure that you respect safety rules and carry out it in hours when nobody is swimming so that to perform safely the task.⁶

The Cleaners must follow the safety rules mentioned below

⁶ https://www.asean.org/wp-content/uploads/images/2013/economic/matm/Toolboxes%20for%20Six%20Tourism%20Labour%20Divisions/Specific%20Competencies/Housekeeping%20Division/Clean%20public%20areas%20facilities%20and%20equipment/TM_Clean_public_areas_facilities_&_equipt_310812.pdf

- ✚ Use disinfectant on surfaces which are more like to harbor bacteria
- ✚ Protect their body from harmful chemicals by wearing protective equipment
- ✚ e.g. Goggles or masks, thick gloves
- ✚ Must use caution sign to mark the action.
- ✚ Cleaning spilled liquids immediately to reduce chances of slipping.
- ✚ Handle cleaning chemicals carefully while transporting, using and with long brush

Suitable techniques for cleaning swimming pools are

- ✚ Skimming the surface of pool water for floating debris with the help of a skimmer net.
- ✚ Cleaning of any glass surface.
- ✚ Damp dusting of metal furniture.
- ✚ Sweeping and mopping of floor surfaces.
- ✚ Spot cleaning of walls
- ✚ Wiping of all light fixtures, checking to ensure all lights are functioning.

✓ **Appropriately techniques for cleaning public restroom**

Public restrooms must be cleaned and sanitized throughout the day depending on the traffic flow in the hotel. A gentleman clock room attendant and ladies powder room attendant is deputed to take care of the public rest room throughout the day.

The following activities are carried out at the public rest rooms:

- ✚ Cleaning of the rest rooms after placing a sign, tape or plastic come at the entrance notifying that cleaning activity is under progress.
- ✚ Replenishment of public restroom suppliers i.e., toilet paper, tissue paper, soaps, towels etc.
- ✚ Emptying of hampers placed for collection dirty towels.
- ✚ Emptying and cleaning of ash trays at regular intervals during the day.
- ✚ Mopping the floor dry at regular intervals, washing of tiles at

regular intervals.

- ✚ Dam dusting the door and floor fixtures, toilet roll holder.
- ✚ Cleaning the mirror /wiping dry of mirror at regular intervals.
- ✚ Cleaning and wipe drying of toilet seat, outside and inside.

Note: In cleaning public areas remember to respect clean principles and frequency of Cleaning

Common principles for cleaning public area surfaces

- ✚ All soil should be removed.
- ✚ Soil should be removed without harming the surfaces being cleaned or the surrounding surfaces.
- ✚ The cleaning process should be efficient, using a minimum of equipment, cleaning agents, labour and time.
- ✚ The simplest method should be tried first, using the mildest cleaning agent.
- ✚ The cleaning should proceed from high to low wherever possible.
- ✚ When cleaning an area, start with the cleaner surfaces and then go on to clean the more heavily soiled ones, so as to prevent the spread of soil from dirt to cleaner surfaces.
- ✚ While wet cleaning an area or polishing the floor, the cleaner should walk backwards while cleaning in front of him.
- ✚ Suction cleaning should be preferred over sweeping wherever possible.
- ✚ Sweeping should be done before dusting, and dusting before suction cleaning.
- ✚ Noise levels while cleaning should be kept as low as possible.
- ✚ Stains should be removed as soon as they occur.
- ✚ The cleaner should take all safety precautions while cleaning. In particular cleaning agents and equipment should be stacked neatly to one side
- ✚ The cleaner should start cleaning from farther end of an area, working towards the exit

- ✚ After cleaning process is over, all equipment should be washed or wiped as possible, dried and stored properly; cleaning agents should be replenished and stored; waste discarded; and the area left neat and tidy.

Frequency of cleaning

Cleaning tasks may be divided according to the frequency of their scheduling, which depends up on:

- ✚ The level of soil
- ✚ The type of surface
- ✚ The amount of traffic
- ✚ The type of hotel
- ✚ The cleaning standard set

Cleaning tasks are carried out as per one of frequency:

- ✓ **Daily tasks, Performed daily**
 - ✚ Mopping the floor
 - ✚ Sweeping the floor
 - ✚ Servicing public restroom
- ✓ **Weekly Tasks, Performed Weekly**
 - ✚ Polishing of metal surface
 - ✚ Dusting of hard-to-reach areas
- ✓ **Periodic Tasks, Performed or monthly, quarterly, half yearly of annual basis**
 - ✚ Shampooing of carpets
 - ✚ Cleaning of chandeliers
 - ✚ Stripping and polishing of floors



Activity 2: Guided Practice



Task: 1. With your trainer guidance in your respective groups each group is going to work together to apply specific techniques for cleaning different public areas as follows

- a) Staircases
- b) Restaurant



Activity 3: Application



Task:

1. Visit at x hotel to observe and practice proper techniques to clean swimming pool and lobbies and after that you will get back and make report
2. Present your observation and ask more clarification to your trainer



Formative Assessment

1. What are some of the techniques for cleaning the following public areas
 - a) Lobbies
 - b) Restaurants
 - c) swimming pool
2. What are cleaning methods can be used to clean the stairway, corridor and gymnastic



Points to Remember

Common principles for cleaning public area surfaces

-  Soil should be removed without harming the surfaces being cleaned or the surrounding surfaces.
-  The cleaning process should be efficient, using a minimum of equipment, cleaning agents, labour and time.
-  The simplest method should be tried first, using the mildest cleaning agent.
-  The cleaning should proceed from high to low wherever possible.
-  When cleaning an area, start with the cleaner surfaces and then go on to clean the more heavily soiled ones, so as to prevent the spread of soil from dirt to cleaner surfaces.
-  While wet cleaning an area or polishing the floor, the cleaner should walk backwards while cleaning in front of him.
-  Suction cleaning should be preferred over sweeping wherever possible.
-  Sweeping should be done before dusting, and dusting before suction cleaning.
-  Noise levels while cleaning should be kept as low as possible.
-  Stains should be removed as soon as they occur.
-  The cleaner should take all safety precautions while cleaning. In particular cleaning agents and equipment should be stacked neatly to one side
-  The cleaner should start cleaning from farther end of an area, working towards the exit
-  After cleaning process is over, all equipment should be washed or wiped as possible, dried and stored properly; cleaning agents should be replenished and stored; waste discarded; and the area left neat and tidy.



Self-Reflection

At the end of every unit trainees should:

1. Re-take the self-assessment they did at the beginning of the unit. Fill in the self-assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this learning outcome, we'll take this survey again.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Appropriate techniques for cleaning stair ways					
Particular techniques for cleaning corridors					
Specific techniques for gymnastic room cleaning					
Techniques used for cleaning offices					
Techniques applied when cleaning lobbies					
Specific techniques for restaurant cleaning					
Clean swimming pool following appropriate techniques					
Techniques used for cleaning other open places					

Table 6. Self-assessment

2. Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

UNIT 3: PREPARE REPORT



Figure 4. Preparing report

Unit summary:

This unit is intended for a trainee in level 3 TVET certificate III, where trainees will obtain knowledge, skills and attitudes that are needed to know how to prepare report. At the end of this unit the learners will know how to prepare report of broken items, lost and found items and missing items.

Self-Assessment: Unit 3

1. Look at the illustration. What is a report?
2. Fill in the self-assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this learning outcome, we'll take this survey again.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Categorize broken items					
Identify Procedure for handling broken items					
Suggest a types of maintenance.					
Classify lost and found items					
Apply procedure for handling lost and found items					
Identify importance of report to Identify different categories of missed items					
Apply technique used for handling missed items					
Identify different effect					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
from missed items					

Table 7. Self-Assessment: Unit 3

Key Competencies:

Knowledge	Skills	Attitudes
1. Describe categories of missed items	1. Handle missed items	1. Hardworking
2. Explain lost and found items	2. Classify lost and found items	2. Self-Arrangement
3. Describe procedures followed while handling lost and found items	3. Handle lost and found items	3. Focus

Table 8. Key Competencies

 **Discovery activity**



Tasks: 1. Study the pictures above with your group members and then answer the following questions

- a) What do you see?
- b) How do you understand a term report?
- c) What is the major element of a report?
- d) What do you think this learning outcome will be about?

Topic 3.1: Report broken items



Activity 1: Problem Solving



Task: In pair, read the following scenario and work on the following task

1. Assume that you are public area supervisor at X hotel and you are asked to design a short report about the broken, lost and found items to the General manager of X Hotel
 - a) What is lost and found items?
 - b) Try to design that report?
 - c) Have a look at Key fact 3.1 and ask more clarifications *to your trainer*

Key Facts 3.1

- **Report broken items**
 - ✓ **Categorize broken items**

Introduction

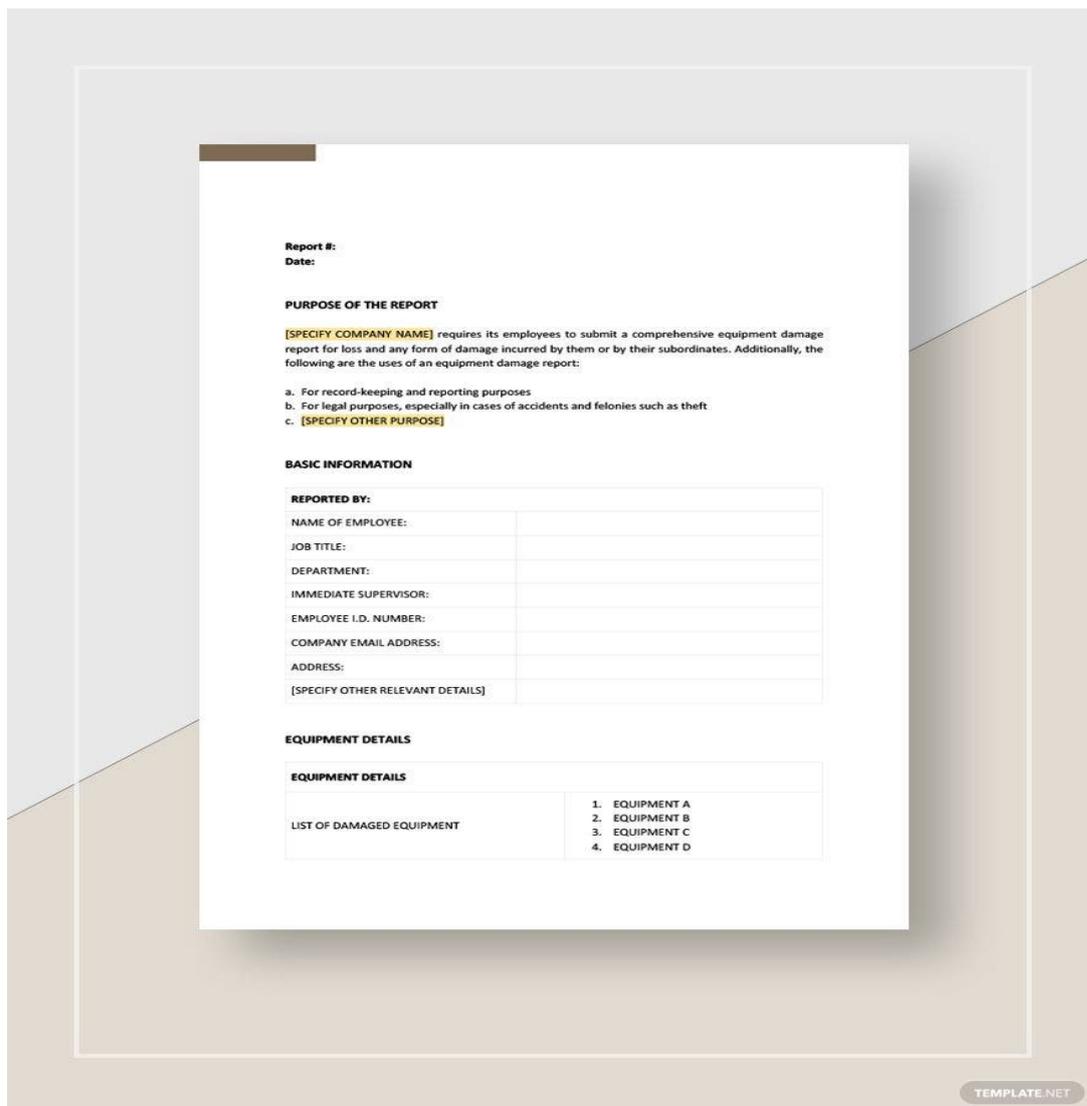
A report is a written record of something seen, listened to, done, or examined. It is an organized and well-presented presentation of data and facts from an event that had happened previously.

A report is a document that presents relevant business information in an organized and understandable format for a specific audience and purpose. Although summarized of reports may be delivered orally, complete reports are almost always in the form of written documents.

Essential element of report

-  Title
-  Table of content
-  Executive summary
-  Introduction
-  Discussion
-  Recommendation
-  Conclusion

Example template of report



The image shows a template for an equipment damage report. It is presented as a white document centered on a light gray background with a tan-colored bottom section. The form includes the following sections:

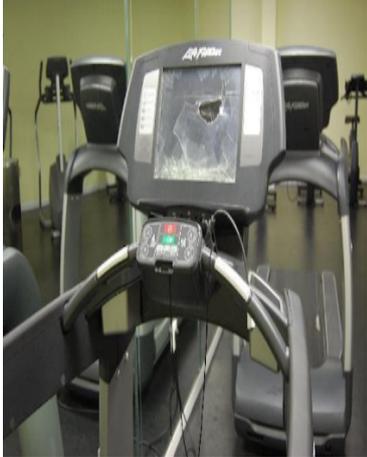
- Report #:** [Blank field]
- Date:** [Blank field]
- PURPOSE OF THE REPORT**
 - [SPECIFY COMPANY NAME] requires its employees to submit a comprehensive equipment damage report for loss and any form of damage incurred by them or by their subordinates. Additionally, the following are the uses of an equipment damage report:
 - a. For record-keeping and reporting purposes
 - b. For legal purposes, especially in cases of accidents and felonies such as theft
 - c. [SPECIFY OTHER PURPOSE]
- BASIC INFORMATION**
 - REPORTED BY:** [Blank field]
 - NAME OF EMPLOYEE: [Blank field]
 - JOB TITLE: [Blank field]
 - DEPARTMENT: [Blank field]
 - IMMEDIATE SUPERVISOR: [Blank field]
 - EMPLOYEE I.D. NUMBER: [Blank field]
 - COMPANY EMAIL ADDRESS: [Blank field]
 - ADDRESS: [Blank field]
 - [SPECIFY OTHER RELEVANT DETAILS] [Blank field]
- EQUIPMENT DETAILS**
 - EQUIPMENT DETAILS** [Blank field]
 - LIST OF DAMAGED EQUIPMENT [Blank field]
 - 1. EQUIPMENT A
 - 2. EQUIPMENT B
 - 3. EQUIPMENT C
 - 4. EQUIPMENT D

At the bottom right of the form, there is a small logo that says "TEMPLATE.NET".

Actually, **broken items** are products that are crashed, damaged, stained or scratched so that its use become less means recycled or not even needed to be used. In public area cleaning there are items which become broken like mopps, brooms, scrub brush, tables, ashtrays, chairs, Television etc..... note that if items are damaged/ broken by guest then bill is posted to guest account, by reporting these broken items there are some key facts to examine and they are listed below:

- Broken items based on the accident
- Broken items based on its instability
- Broken items based on the less caring

Categories of broken items

AMENITIES		FACILITIES	
Linens		Building	
Furniture		Garden	
Restaurant wares		Gym equipment	
Vase		Parking	

<p>Glass table</p>		
<p>Television</p>		

✓ **Procedure for handling broken items**

In fact, manipulating broken items requires skills and knowledge of measuring the quality and diligence of the items either new or has been used for days, despite either to be recycled after been maintained or thrown away due to how the broken item cannot be reused again. At below there are procedures of handling broken items.

- ✚ Notify the vendor of the delivery immediately if the broken item is new
- ✚ Handle item with care and place it where it can be stored well
- ✚ See what can be used to maintain the broken item for a quick handling
- ✚ Call a technician to see how the broken item can be maintained and be used
- ✚ To replace the broken items which cannot be maintained or be used
- ✚ Charge the person who broke the item.
- ✚ Throw the broken items which cannot be recycled

✓ **Suggest a type of maintenance**

Introduction

Maintenance is fundamental aspect of operational performance. Incidents and disruptions caused by fault physical assets can wreak havoc on a company's bottom line. Here, maintaining broken items means that the broken items are no be able to be used as usually so they must be maintained or replaced if necessary, so that to work appropriately for being used again.

Here below are types of maintenance

 **Preventive maintenance** refers to the fixing of problems before they appear. This means search maintenance prevents the problem. Inspection of equipment at regular intervals to check machines condition and take necessary action is the moto of preventive maintenance.

 **Corrective maintenance** is any maintenance task that resolves a problem with a piece of equipment and returns it to operational condition. This also known as reactive maintenance.

The reason why to do maintenance for the items are as follows

- Higher productivity
- Increased efficiency
- Decrease in spare parts
- Improved overall workflows
- Fewer injuries and less stress



Activity 2: Guided Practice

Read the following scenario and answer the given questions

Mr. Mugenzi as a public area attendant accidentally has broken the following hotel items while he was cleaning table surfaces in lobby area, these broken items are Television, vase and table, but not highly damaged for television and table because Tv gets mall function only for power button and table not stand due to its leg broken while vase was highly damaged any clarification or help ask your trainer to answer the following question.

- a) Which type of maintenance can you suggest to be used for non-highly damaged items?
- b) Why have you suggested that maintenance?
- c) What will you do for highly broken item?
- d) Why is important to do a maintenance for the damaged items?

Application:



Task: In a study visit of X hotel, after getting there and welcomed, in your respective groups observe and learn how to handle the issues of broken items, so in order to know your level from supervisor of visited hotel need to give some questions so that to know your level of understanding on how to handle the issue of the following broken items, Glasses, Plate, Television and Chair.

1. In which way a tool can be broken?
2. What can cause an equipment to be broken?
3. How can you handle a case of broken items when it is done by a guest ?
4. What are effect of broken items?
5. Make a report of mentioned items
6. Make rotations until all groups pass in each activity

Topic 3.2: Reporting lost and found items



Activity 2: Problem Solving



Task: Brainstorm and answer the below questions

1. What does lost and found items mean?
2. What are the classification of lost and found items?
3. How long to keep valuable items?

Key Facts 3.2

- **Report lost and found items⁷**

- ✓ **Classification of lost and found items**

The lost and found items are classified as follows:

- **Valuable items**

- One separate Register is maintained for Valuable lost and found items and the items are kept in a safe Deposit Locker.
- Valuable items are kept for a period of six months (as per the hotel policy),
- If there is no response from the guest, auction to be conducted.

- **Non valuable items:**

- These category items are kept for three months in safe custody after making necessary entries.
- If there is no response from the looser till the time, these items are to be disposed off.

- **Perishable items:**

- Perishable nature lost and found items are kept for three days.
- In case of any quarry and need to keep further is to be done accordingly.

Notice: In public cleaning the housekeeping office records of all the lost and found are registered in register where the article names, description where founder name and address are written in details. Lost and found register is maintained by control desk

⁷ <https://setupmyhotel.com/train-my-hotel-staff/how-to-define-sop-in-hotels/housekeeping-sop/254-lost-and-found.html>

supervisor and cross checked by executive housekeeper.

✓ **Procedure followed while handling lost and found items**

- ✚ An item left behind by guest either in the room or in public area identified by any staff and brought under the notice of Housekeeping is termed as “Lost and Found” item.
- ✚ There should be one dedicated location to receive lost and found items whether it is found in guestrooms, meeting rooms or public area.
- ✚ All items received to be recorded in a lost and found register.
- ✚ All items regardless whether it is valuable, non-valuable items and perishable items must be recorded on the Lost and found register.
- ✚ Items should be put in a plastic bag noting the serial number from the register, place found, date, name of the person found the item etc.
- ✚ The lost items must be secured in a locker closet or area that has highly restricted access.
- ✚ If the Property management system has Auto trace functionality then put a trace on the guest profile stating that there is a lost item held with the housekeeping department.
- ✚ Send Email to the guest to notify the guest about the lost item (as per the hotel policy)
- ✚ When guest calls up the hotel to ask about the lost item, only the person who maintains the lost and found register should revert to the call.
- ✚ Once the item is sent to the guest / collected by the guest authorized person an appropriate entry to be made on the system.
- ✚ IF no Lost & Found item(s) an official investigation is done when the guest is stolen his valuable property(ies)

✓ **Importance of report**

Importance of report to the company/Business

If a company receive the report from its employees, the business will benefit from it in

such ways

- ✚ It helps to show the current situation
- ✚ It gives guideline about what to do
- ✚ It enables the company to differentiate its self from competitors
- ✚ A reporting business helps to rise up the brand of company
- ✚ Enable innovation and service improvement
- ✚ It is used for future refence



Activity 3: Guided Practice



Task: With your trainer guidance You as a room attendant in ONOMO Hotel,how can you keep the lost and found items such as telephone, make up,underwear ,golden watch and orange juice and then remember to give a report to the housekeeping control desk,and how long will you keep them according to their classification?



Activity 3: Application



Task: At workshop of a hotel visited,there are lost and found items in office of housekeeping control desk, you are asked to do a report of what you have seen from hotel.

Topic 3.3: Reporting missing items



Activity 3: Problem Solving



Task: In small groups read and answer the following questions

1. What is a missed item?
2. According to you how can you categorize missed items?
3. What are the techniques used for handling missed items?

Key facts 3.3

• Report missing items

✓ Different categories of missed items

Generally, the missing items should be reported as fast as possible to avoid different circumstances that can lead to the mismanagement error.⁸

actually, missed items are items which have been used but not still found in store or at field, here the missed items should be reported under the following way:

 Name of item

 Date

 Register

 Recognizing the user

✓ Technique used for handling missed items

 Knowing missing item

 Recording missing item

 Reporting to the supervisor

 Requesting replacement items

⁸ <https://writolay.com/letter-reporting-missing-item/>

https://www.asean.org/wp-content/uploads/images/2013/economic/matm/Toolboxes%20for%20Six%20Tourism%20Labour%20Divisions/Specific%20Competencies/Housekeeping%20Division/Clean%20public%20Areas%20facilities%20and%20equipment/TM_Clean_public_areas_facilities_&_equipt_310812.pdf

✓ **Effect from missed items**

- ✚ Availability of complaint
- ✚ Low productivity
- ✚ If done by staff, she/he gets punishment
- ✚ If done by guest, she/he can be put in blacklist
- ✚ If done by guest, he is forced to bring back the item with assistance from security department

- **Benefits of complaints**

- ✚ This kind of mistake always makes you more mature and teaches how to deal with such situations.
- ✚ Here's the chance for you to change the mind-set of customers who are upset.
- ✚ Helps to work hard and win them back
- ✚ Helps to improve the level of product and service avoid future complaints.
- ✚ Helps to show the weakness side of business then gives us time to remove it into strength
- ✚ Helps to enhance customer satisfaction.

Below are some tips on how to best deal with customer complains (good way to solve customer complain)

- ✚ Actually, listen to what your customer is trying to say to you
- ✚ Ask questions in a concerned and caring manner to source of the conflict
- ✚ Identify the objection (who is wrong side)
- ✚ Put yourself in their shoes.
- ✚ Apologize, but don't blame anyone
- ✚ 'What can we do that would be an acceptable solution to you
- ✚ Resolve the problem quickly



Activity 3: Guided Practice



Task: Sketch

1. With your trainer guidance in your respective group do a sketch about to create and handle the issue of missed items of the laptop, pens, juice , neckless and answer the following questions
 - a) What is a missed items?
 - b) Which techniques used for handling missed items?
 - c) What is the effect to hotel from missed items?



Activity 3: Application:



Task: Ready a scenario above and answer the following questions

In a study visit at Classic hotel ,the trainees foud the complaint about watch as hotel missed items at that moment, therefore a hotel is trying to know who has stolen and involved in by then hotel staff found that watch in guest's bag while she is trying to check out but guest is saying not herself put it in her bag as pretending to be as blameless.

- a) What is a complaint?
- b) Where can you classify that stolen as a missed item?
- c) Handle that complains in proper way?
- d) List down three effect for a guest as a robber?

 **Formative Assessment**

1. Suppose that a hotel property of visited hotel is broken accidentally so as professional person which type of maintenance will you suggest to be applied?
2. Assume that at visited hotel guest forget his items such lap top, shoes, cloths, camera, shoes, pine apple juice, perfumes, gold jewellery and liquor at that hotel due to the different reasons.
 - a) What is technical term of them?
 - b) Who supposed to keep and maintain them?
 - c) After classifying them, how long will you keep them according to their classification?



Points to Remember

- **Meaning of the following key terms**
 - a) **Report:** A report is a written record of something seen, listened to, done, or examined
 - b) **Broken items:** Broken items are products that are crashed, damaged, stained or scratched so that its use become less means recycled or not even needed to be used.
- **Classification of the Lost and found items**
 - a) Valuable items.
 - b) No valuable items
 - c) Perishable items.
- **Technique used for handling missed items**
 -  Knowing missing item
 -  Recording missing item
 -  Reporting to the supervisor
 -  Requesting replacement items

1. Fill in the self-assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this learning outcome, we'll take this survey again.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Categories of broken items					
Procedure for handling broken items					
Suggest a types of maintenance.					
Classified lost and found items					
Procedure followed while handling lost and found items					
Importance of report to Hotel premises					
Different categories of missed items					
Technique used for handling missed items					
Different effect from missed items					

1) Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.



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